Michigan's Campaign to End Homelessness
Training Workgroup
Action Plan as of March 26, 2009

Strategy: Comes directly from the strategies included in the Workgroup Charter.

Action: What is the work to be done? Break down to a meaningful level of detail, including tasks and subtasks.

Assignment: What person will have lead responsibility? Who will contribute to the work?

Milestones: What are the deliverables or markers along the way that will guide progress?

Timelines: What are the start and end dates for each item?

Outcomes: What will change as a result of the work? List short-term (1-6 months), medium-term (7-18 months), and long-term (more than 18 months). These time frames align with the initial two-year charter of the statewide workgroups.

Strategy #1: *Strategically support the Ten-Year Campaign efforts through the promotion of education, training, and technical assistance to local nonprofits, public systems, and housing providers.*

Goal and Tasks		Assignment	Timelines	Completion	Outcomes (Short-, Medium-, and Long Term)
1.1 Facilitate networking among key partners via the Campaign's Web site.					
1.1.1	Develop a portal within the site for training, including an events calendar, podcasts, informational links, and a best-practices clearinghouse.	Task team from group: Lindsey Chuck (Colleen, lead)	(S) July-December 2009* (M) July 2009–July 2010* *Dates depend on launch of site.*	☐ _____ ☐ _____	(S) The portal receives at least 500 hits in its first six months. (M) The Web site becomes a primary "go-to" place for information on training for the majority of those involved with the Campaign within its first year.
1.1.2	Expand the Continuums of Care e-mail list to facilitate marketing of training.	Take to DRT for MSHDA implementation	(S) December 2008–February 2009 (M) March–July 2009	☐ _____ ☐ _____	(S) The up-to-date mailing list includes all CoC members. (M) A majority of the CoC members are aware of available training opportunities in their regions and at the state level.
1.1.3	Promote the Campaign Web site through the Regional Councils.	Refer to Community Building and Communications workgroup	(S) March–May 2009 (M) March–July 2009	☐ _____ ☐ _____	(S) All Councils are aware of the Web site training portal contents within two months of its launch. (M) All Councils' meeting agendas include training information to promote access and use of training opportunities.

Strategy #2: *Promote collaboration among supportive housing partners, including service agencies, developers, and property management companies.*

Goals and Tasks	Assignment	Timelines	Completion	Outcomes (Short-, Medium-, and Long Term)
2.1 Provide key partners with information regarding best-practice efforts and promising approaches nationwide, including accessibility, universal design techniques, and products and resources.				
2.1.1 Utilize Campaign partners to collect circumstance-specific best practices and promising approaches from across the nation. For example, on Housing First.	CSH staff	(S) December 2008–February 2009 (L) June 2009–December 2010	☐ _____ ☐ _____	(S) Partners collectively build base of knowledge. (L) Collaboration within the Campaign yields application of best practices and promising approaches at the state, regional, and local levels.
2.1.2 Promote on-site tours, face-to-face gatherings, and other ways of following up on training sessions and application of learning, including through the Regional Councils.	Task team from group: <u>Lisa (lead)</u> <u>Shannon</u> <u>Jeff</u> <u>Amy</u>	(S) January–March 2009 (M) April–December 2009 (L) April 2009–December 2010	☐ _____ ☐ _____ ☐ _____	(S) Means are developed to promote follow-on training. (M) Training providers and sponsors incorporate follow-on opportunities to their trainings in 50 percent of cases. (L) The learning gained from training opportunities "sticks" and gets applied in the field.
2.1.3 Utilize statewide and regional events to support sharing of best practices and promising approaches.		(S) February–October 2009 (L) March 2009–December 2010	☐ _____ ☐ _____	(S) Events such as the Affordable Housing Conference and the Homeless Summit include sessions to share best practices and promising approaches. (L) Best practices and promising approaches are applied locally as relevant to improve services.
2.2 Encourage housing developers, property managers, and landlords to partner with service organizations to create supportive housing units within multifamily projects under development.				
2.2.1 Survey local developers, property managers, and landlords about their needs if they were to include supportive housing units.	Task team from group: <u>Lisa (lead)</u> <u>Regina</u> <u>(Colleen)</u>	(S) February–April 2009 (M) May–December 2009	☐ <u>Testing conducted 3/24-3/26/09</u> ☐ _____	(S) A 25 percent survey response rate is achieved. (M) New training opportunities are created to promote developer, manager, and landlord engagement in ending homelessness.
2.2.2 Identify the incentives available for supportive housing units and communicate these to developers, property managers, and landlords.		(S) March–April 2009 (M) April–December 2009 (L) April 2009–December 2010	☐ _____ ☐ _____ ☐ _____	(S) The incentives are catalogued and categorized. (M) The incentives are publicized in a variety of ways (existing and new outlets). (L) Increased numbers of landlords, property managers, and developers are favorable to supportive housing.

Strategy #2: *Promote collaboration among supportive housing partners, including service agencies, developers, and property management companies.*				
Goals and Tasks	**Assignment**	**Timelines**	**Completion**	**Outcomes (Short-, Medium-, and Long Term)**
2.2.3 Develop at the regional level a system of champions who can advocate for collaboration on supportive housing and encourage the public validation of these relationships.	Refer to the DRT	(S) March–August 2009 (L) March 2009–December 2010	☐ _____ ☐ _____	(S) Champions are identified and work regionally to promote awareness-building about supportive housing. (L) New relationships are formed and publicized as a result of champion efforts.

Strategy #3: *Build the knowledge capacity of organizations and communities statewide to implement effective strategies for ending homelessness.*				
Goals and Tasks	**Assignment**	**Timelines**	**Completion**	**Outcomes (Short-, Medium-, and Long Term)**
3.1 Direct technical assistance and training to providers and administrators at all levels to help enhance consumer access to high-quality housing and services.				
3.1.1 Engage PHAs, local governments, and other lesser-involved actors in the Campaign to increase awareness of their roles and to encourage alignment of policy and activity involving the homeless.	Refer to the DRT	(S) January–April 2009 (M) April–December 2009 (L) January–December 2010	☐ _____ ☐ _____ ☐ _____	(S) An outreach plan is devised and executed. (M) New engagement occurs by these stakeholders in the Campaign effort. (L) Effectiveness of programs and other efforts to end homelessness on the local level improves.
3.2 Encourage quality improvement efforts across CoCs and state-funded programs serving homeless populations.				
3.2.1 Advocate with HUD and MSHDA for greater communication among HUD representatives, CoC leads, and MSHDA homeless specialists and voucher housing agents.	Task team from group: Shannon (lead) Monica Jeff Paulette	(S) January–March 2009 (M) March–December 2009 (L) January–December 2010	☒ MSHDA approved re-establishing meetings March 2008. ☐ _____ ☐ _____	(S) A communication channel is established. (M) Communication gaps decrease. (L) MSHDA, HUD, and CoC satisfaction with communication among them improves, facilitating program implementation.
3.2.2 Create a quality improvement guidance framework that supports locals in creating their own approach.	Task team from group: Pat (lead) Lindsey Chuck	(S) January–April 2009 (M) May–August 2009 (L) August 2010–December 2010	☐ _____ ☐ _____ ☐ _____	(S) A framework is provided to locals. (M) Local organizations utilize the framework to improve service quality. (L) Service quality gains are reported.

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Goals and Tasks	**Assignment**	**Timelines**	**Completion**	**Outcomes (Short-, Medium-, and Long Term)**
3.3 Enhance staff development and training to motivate, retain, maximize performance, and expand knowledge of line workers in grassroots shelters and related community-based homeless programs or services.				
3.3.1 Survey shelters and community-based homeless programs to determine common staff issues and current training access.	Task team from group: Lindsey (lead) Pat Regina Lyn	(S) January–April 2009 (S) April–May 2009	☒ Survey fielded and analyzed Feb.-Mar. 2008.	(S) A 25 percent survey response rate is achieved. (S) Key staff issues and training access are identified.
3.3.2 Share survey findings to help training providers address field needs.		(S) May–June 2009 (M) May–December 2009	☐ _____ ☐ _____	(S) Findings are shared with training providers within Michigan. (M) Training opportunities align with the needs of the field.
3.3.3 Recommend strategies to state and regional partners to help promote knowledge sharing among frontline workers (e.g., blogs, Web site links, e-invitations, networking, etc.).		(S) April–May 2009 (S) May 2009 (L) June 2009–December 2010	☐ _____ ☐ _____ ☐ _____	(S) Strategy suggestions are compiled through workgroup discussion. (S) Strategies are shared with the Community Building and Communications workgroup and the Regional Councils. (L) Some of the strategies are implemented and are successful in increasing frontline worker communication.